GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4312
ANSWERED ON:16.04.2001
TELECOM FACILITIES
CHINTAMAN NAVSHA WANAGA

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Mahanagar Telephone Nigam Limited has provided several facilities including commercial facilitiesto its subscribers in Delhi and Mumbai;

(b) if so, the details thereof;

(c) whether these facilities include repair of faulty telephone connections within some time limit;

(d) if so, the details thereof and the action to be taken in case these instructions are not complied with;

(e) whether MTNL also provides fortnightly meter reading facility to the subscribers; and

(f) if so, the details thereof including the charges and time limit fixed for the same ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Yes, Sir.

(b) MTNL has provided following facilities to its subscribers:

1. Dynamic STD/ISD controlled facility

2. Wake up alarm facility

3. Call alert (hunting) facility

4. Call transfer facility

5. CLIP facility
6. Abbreviated dialing facility

7 Bill payment made easy through:

Electronic clearance system, Voluntarily deposit scheme, payment through credit cards

8. Single window concept through customer service center and Sanchar Haat.

9. IVRS for complaint booking, change number etc.

(c) Yes, Sir.

(d) Most of the faults are cleared within 48 hours; however, faults arising out of cable breakdown take longer to restore. Automatic rent rebate is given to those subscribers whose telephones remain faulty for 7 days or more.

(e) Yes, Sir.

(f) One can approach Division Engineer in charge of the exchange with a request, who arranges to issue a fortnightly meter reading by charging Rs. 2 for every fortnight.